

Amendments To the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Claims 1 - 30 (previously cancelled)

Claims 31 - 55 (cancelled)

56. (New) A method of managing events in a network to reduce operator intervention when an event representative of a problem with an object in the network is received, comprising:

invoking an automated triage process that incorporates validation and remediation into an event dispatch process, wherein the automated triage process comprises a plurality of predetermined validation routines for determining valid and invalid events and a plurality of remediation routines for attempting to correct the problem without manual intervention, said validation and remediation routines based on an event class such that the same routines are called for events within the same event class for consistent event processing, comprising

- (a) determining the event class for the event received;
- (b) automatically invoking the validation routine for that event class to filter invalid events;
- (c) if the validation routine determines the event is invalid or if there is no remediation routine for that event class, ending the automated triage process; otherwise, automatically invoking the remediation routine for that event class;
- (d) ending the automated triage process by passing the event back to a network management program that handles the event dispatch process along with triage data comprising validation results so that the triage data may be used by the network management program in the event dispatch process.

57. (New) The method of claim 56 wherein the validation routine tests the object and stores the validation result, updates a first variable to designate a validation status, and updates a second variable that contains a path to the validation result.

58. (New) The method of claim 57 wherein step (b) further comprises invoking a default validation routine that stores a summary of the problem as a validation result and ends the automated triage process if no validation routine exists for the event class.
59. (New) The method of claim 58, further comprising re-invoking the validation routine for the event class after invoking the remediation routine to determine whether the problem was resolved by the remediation routine.
60. (New) The method of claim 59, wherein the re-invoked validation routine re-tests the object and stores the validation result, and updates the first variable to indicate the validation status.
61. (New) The method of claim 60 wherein the triage data comprises the first variable indicating the validation status and the second variable containing the path to the stored validation results.
62. (New) The method of claim 56 wherein the network management program uses the triage data to create any required problem tickets or notifications for the event.
63. (New) The method of claim 56 wherein the validation routine designates false positive events as invalid.
64. (New) The method of claim 56 wherein the validation routine designates transient events as invalid.
65. (New) The method of claim 56 wherein the validation routine designates predefined secondary events as invalid.
66. (New) The method of claim 56 further comprising automatically dispatching a problem

ticket only for valid events.

67. (New) The method of claim 56 further comprising determining if the event is associated with an object in maintenance and, if in maintenance, ending the automated triage process.

68. (New) The method of claim 56 wherein the validation routine designates as valid events those events that are not a transient system event, not a false positive event, or not a predefined secondary event.

69. (New) The method of claim 56 further comprising creating an event record descriptive of the event prior to invoking the validation routine.

70. (New) The method of claim 69 further comprising updating the event record with a status of the event as valid or invalid after invoking the validation routine.

71. (New) The method of claim 70 further comprising updating the event record with a status of the event as valid or invalid after invoking the remediation routine and re-invoking the validation routine.

72. (New) The method of claim 56 further comprising appending triage data to a problem ticket.

73. (New) The method of claim 56 wherein invoking the validation routine comprises dynamically loading a script dependent on the event class.

74. (New) A system of managing events in a network to reduce operator intervention, when an event representative of a problem with an object in the network is received comprising:
a network communication channel;
at least one server connected to the network communication channel;
a notification means for forwarding an event of a monitored object to the server;

an automated triage process that incorporates validation and remediation into an event dispatch process, wherein the automated triage process comprises a plurality of predetermined validation routines for determining valid and invalid events and a plurality of remediation routines for attempting to correct the problem without manual intervention, said validation and remediation routines based on an event class such that the same routines are called for events within the same event class for consistent event processing, comprising computer code devices for:

- (a) determining the event class for the event received;
- (b) automatically invoking the validation routine for that event class to filter invalid events;
- (c) if the validation routine determines the event is invalid or if there is no remediation routine for that event class, ending the automated triage process; otherwise, automatically invoking the remediation routine for that event class;
- (d) ending the automated triage process by passing the event back to a network management program that handles the event dispatch process along with triage data comprising validation results so that the triage data may be used by the network management program in the event dispatch process.

75. (New) A physical computer-readable storage medium for managing events in a network to reduce operator intervention when an event representative of a problem with an object in the network is received comprising computer-executable instructions embedded thereon for executing an automated triage process that incorporates validation and remediation into an event dispatch process, wherein the automated triage process comprises a plurality of predetermined validation routines for determining valid and invalid events and a plurality of remediation routines for attempting to correct the problem without manual intervention, said validation and remediation routines based on an event class such that the same routines are called for events within the same event class for consistent event processing, comprising computer-executable instructions for:

- (a) determining the event class for the event received;

(b) automatically invoking the validation routine for that event class to filter invalid events;

(c) if the validation routine determines the event is invalid or if there is no remediation routine for that event class, ending the automated triage process; otherwise, automatically invoking the remediation routine for that event class;

(d) ending the automated triage process by passing the event back to a network management program that handles the event dispatch process along with triage data comprising validation results so that the triage data may be used by the network management program in the event dispatch process.